



Standard Bank Offshore Group

REPORT TO SOCIETY 2021



Standard Bank **ITCANBE™**

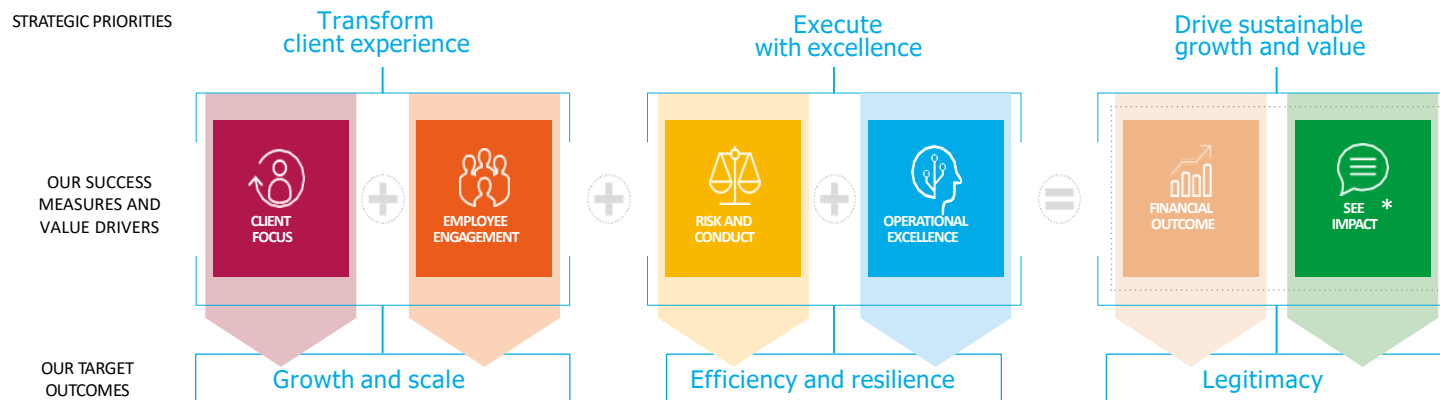
Standard Bank Offshore Group

Standard Bank Offshore Group is the international arm of the Standard Bank Group, Africa's largest bank by assets. Our international banking and wealth management services help us serve Africa's rapidly growing upwardly mobile and affluent population.



Our value creation

We create value by living our purpose and achieving our vision through the diligent execution of our strategy. Our strategic value drivers measure our strategic progress, allowing us to focus on the value we aspire to create for all our stakeholders.



*Social, Economic and Environmental ("SEE")

Standard Bank Offshore Group employs over 450 people in Isle of Man, Jersey, London, Mauritius and South Africa, all dedicated to serving private and corporate clients directly, and through an active intermediary network. We offer banking, wealth management, trust and company administration, asset management and investment services.

Our purpose

Africa is our home, we drive her growth

Our vision

A seamlessly connected international solutions provider, exceeding the expectations of our clients and partners in Africa and beyond

As part of Standard Bank Group, we are committed to doing the right business, the right way, in line with the UN Principles for Responsible Banking, Equator principles, and The Paris Agreement.

UN Principles for Responsible Banking

Standard Bank Group is a founding signatory of the United Nations Environment Programme Principles for Responsible Banking (UNEP FI PRB), launched in September 2019. The Group is co-chair of the Banking Board, which is responsible for overseeing effective implementation of the Principles.

The Principles set the global benchmark for what it means to be a responsible bank. They make it clear that banks' indicators of impact and success should be much broader than their financial results.

More information in relation to Standard Bank Group progress and performance in relation to the six principles is available [here](https://www.unepfi.org/bankingprinciples).



Our Group reporting suite



Standard Bank Group produces a full suite of reports to cater for the diverse needs of our stakeholders.

Annual integrated report

Provides an outline of our ability to create and preserve value, and guard against value erosion in the short, medium and long term.



Standard Bank Group Report to Society

– Doing the right business in the right way is about making a positive social, economic and environmental (SEE) contribution. This report discusses the group's progress in each of its seven SEE Impact areas.

Environmental, Social and Governance (ESG) report

– overview of the processes and governance structures the group has in place to support our commitment to doing the right business, in the right way.

Climate-related financial disclosure report

– discusses how the group is managing the risks and responding to the opportunities presented by climate change, aligned to the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD).

SBSA transformation report

– update on our transformation journey and performance against the pillars of the Financial Sector Code

Governance and remuneration report

– discusses the group's governance approach and priorities, as well as the remuneration policy and implementation report. Includes information on how the group applies the principles of the King IV™ Report on Corporate Governance for South Africa

Risk and capital management

– sets out the group's approach to risk management, including the risk universe.

Annual financial statements

















– sets out the group's full audited annual financial statements, including the report of the Group Audit Committee.

Standard Bank Offshore Group's SEE Impacts

Standard Bank Offshore Group focuses on four impact areas - those in which we believe we can best achieve our purpose to support Africa's growth by connecting the continent to international markets, while making a positive impact on society, the economy and the environment.

We selected these areas based on our ability to create meaningful impact locally and in Africa from our international locations, and to align with Standard Bank Group's SEE action to address the priority needs of Africa's people, businesses and economies.

Our thinking has been informed by the priority issues and targets contained in the United Nations Sustainable Development Goals, the African Union's Agenda 2063, as well as the various national development plans and policies of the countries in Africa in which we operate. This includes the Nationally Determined Contributions to lowering carbon emissions in line with the Paris Agreement.

Impact area	Standard Bank Offshore Group's impact	SUSTAINABLE DEVELOPMENT GOALS
 Job creation and enterprise growth	<p>We work with leading charities and NGOs to enable community groups and farmers to access innovative technologies and form peer group co-operatives that have more stability and power at export markets.</p> <p>We use our position as part of a global organisation to help our charitable partners make connections and build relationships with other NGO's and Standard Bank entities that can positively impact and accelerate their work.</p> <p>We also focus on being a diverse and inclusive employer, that creates an environment for meaningful and rewarding work.</p>	  
 Climate change and sustainable finance	<p>Donations to our charitable strategic partners have funded the development and provision of sustainable solutions for rural Africa communities to mitigate and adapt to the effects of climate change.</p> <p>We offer award winning financial products and services that support the green economy and enhance and socioeconomic development.</p> <p>We are committed to taking action to reduce our carbon emissions and increase climate resilience through any offsetting projects.</p>	     
 Education	<p>We support access to inclusive, quality education and the promotion of lifelong learning opportunities, and help Africa harness the opportunities of the fourth industrial revolution.</p>	 
 Health	<p>We support better health outcomes for Africa's people by investing in health-focused corporate social responsibility (CSI) programmes.</p> <p>We provide a holistic wellbeing at work programme of care, services and training to our employees.</p>	

Our SEE impact at a glance...

Carbon Neutral by 2022

In 2021 we engaged climate action experts, ClimatePartner UK to calculate our Corporate Carbon Footprint and to help us to plan our climate action strategy. Our first footprint measurement focuses on Scope 1, 2 and some Scope 3 categories such as purchased goods, business travel and employee commuting. We will look to include all categories in future footprints.

The footprint report, which aligns with the Greenhouse Gas Protocol, has provided us with scientific baseline data that will allow us to set realistic reduction targets, measure and report on progress, thereby holding ourselves visibly accountable for our impact on climate change.

Becoming Carbon Neutral in 2022 will be the first step in our commitment to becoming a Net-Zero organisation by 2030, as we continue to work with ClimatePartner to reduce our emissions.



What is Green House Gas ("GHG") Protocol?

GHG Protocol establishes comprehensive global standardized frameworks to measure and manage greenhouse gas (GHG) emissions from private and public sector operations, value chains and mitigation actions. *

Increasing our Impact

We create SEE impact by finding innovative ways to address social, economic and environmental challenges in our offshore jurisdictions and across Africa. We strive for solutions to help our clients and employees achieve growth, prosperity, and fulfilment.

Recognising that governments, businesses and individuals continued to battle the social and economic challenges of Covid-19 as well as accelerating climate-risk, we continued to protect our employees and support our clients and communities through these difficult times.

We mobilised Corporate Social Responsibility ("CSR") funds and engaged our passionate employees in fundraising activities to support ongoing Covid relief efforts across our countries of operation. We remained committed to keeping our employees and their families safe through our working environment protocols, and we continued to improve our online and contactless transaction channels for our clients.



We listened to our charity partners to understand the needs of their workers and beneficiaries, and how we could best support their core work as well as ongoing additional Covid-19 related initiatives.

We reviewed our approach to sustainable finance and will take our learnings into 2022 with an appetite to further build ESG considerations into our products, services, operations, and governance, with the aim of creating shared value.

This inaugural Report to Society was produced and we completed our first internal ESG report, which is set to be an annual record of our SEE impact and positive participation in work towards achieving the UN's Sustainable Development Goals.

JOB CREATION AND ENTERPRISE GROWTH





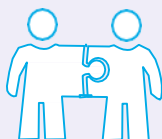
Job creation and enterprise growth

One of the ways we drive Africa's growth from our international locations is through our workplace culture that attracts top talent to work with our clients to understand their challenges, priorities and aspirations, and design solutions to support their growth and sustainability.

We commit to making SBOG a great place to do great work. Striving to ensure fair outcomes for our clients and employees and support them during difficult times.



Our key impact areas were:



Supporting employment opportunities within the community and being the most equitable, diverse and inclusive employer we can be



Providing capital technical assistance and operational support to female fund managers across Africa



Partnering with NGOs to provide small-scale farmers with **innovative and sustainable agriculture technology** to improve productivity, profitability and food security

Please read on for more details...

Diversity and Inclusion driving enterprise growth

SBOG recognises the importance of being an equitable, diverse and inclusive employer, creating a culture in which employees feel valued, comfortable and confident to be themselves at work.

As a member of Standard Bank Group (“SBG”), during 2021 we actively participated in the global movement #HeForShe, and through our work as both an employer and a supporter of community projects, we aided the United Nations Sustainable Development Goal number 5: Gender Equality.

Our recruitment process and learning and development opportunities supported our goal to attract, develop and retain female talent, and we made positive progress towards our target of 50% of leadership positions to be held by females by the end of 2024.

We continued to take the highest standard legislation requirements from across our jurisdictions and build a best practice offering that applies across all of our locations, where appropriate, to maintain consistency and offer a competitive employment package to our employees.

Our jurisdictions were not identified as countries of concern from the SBG Gender Pay Analysis (“GPA”), however, as best practice, we chose to moderate “gender” as a variable during our formal reward moderation meetings. As anticipated, no gender based adjustments were required for 2021.

SBOG GPA found there to be no issue of females being paid less than males for work of equal value, but did highlight that we have fewer female Senior Managers and Executives. As such, we will continue to prioritise gender equity in all of our people processes, particularly recruitment and advancement strategies, with the aim of achieving the SBG target of 40% of executives being female by the end of 2024.

As a supporter:

Beresford Street Kitchen (BSK) is a busy café, meeting point and social hub that provides **training, education and employment** for people with learning disabilities and/or autism. It gives them the chance to develop workplace skills and engage with the community in an inclusive, safe and supportive environment.



In 2021 SBOG funded the final year of its three year **apprenticeship sponsorship** for a BSK crew member to gain practical experience in a whole range of catering and hospitality operations, including customer service skills, barista skills, and food preparation.

As an employer:

We are proud that in 2021 we became the first bank in the British Isles **to have been awarded a 4 star DEFERA rating** by Liberate, the Channel Islands' first equality and diversity charity.

In 2017 SBOG signed up to **DIFERA, Liberate's diversity and inclusion employer accreditation scheme**. The scheme's kite mark demonstrates to past, present and future employees, clients, and suppliers, that the organisation places **Diversity, Inclusion, Fairness, Equality, Respect and Acceptance** at the heart of what it does.

The initial assessment earned SBOG a three star rating and came with guidance on how to further promote and support diversity and inclusion within our business.

Since then, our leadership team and our **Diversity & Inclusion Employee Action Group** has delivered a range of policy changes, employee training and other engaging initiatives.

Although Liberate is based in the Channel Islands, our adoption of the DEFERA scheme principles, employee consultation, and DEFERA star rating is based on participation and action taken across all SBOG jurisdictions: Isle of Man, Jersey, London, Mauritius, and South Africa.



Standard Bank Jersey was awarded the **Accès Accreditation kitemark**, following an Accessibility audit of its office.



Accès is Liberate's accessibility scheme that awards organisations with the Accès “kitemark” to demonstrate to employees and customers that the organisation takes accessibility for the disabled community seriously.

Liberate hopes that the Accès badge will become a trusted symbol for people in Jersey with a disability and they will know that they can enter that workplace, as a customer or employee, and be confident that the barriers to inclusion that they encounter will be adjusted for, as far as possible, by the organisation.



Strategic Partnership improves African farmers' productivity through "climate-smart agriculture"

Many smallholder farmers in East and Southern Africa are wholly dependent on agriculture for their livelihoods, growing a variety of staple crops including maize, which in Africa alone, the lives of 300 million people depend on it. However, the combination of declining soil fertility, parasitic weeds, and destructive insects is decimating crops by up to 80%. The result is widespread hunger and poverty.

In Africa, the lives of 300 million people depend on maize. But the combination of declining soil fertility, parasitic weeds and destructive pests are causing crop losses of up to 80%. The result is widespread hunger and poverty.

To address these issues, Ripple Effect (formerly Send a Cow) has been working with the International Centre of Insect Physiology and Ecology to roll out their Push-Pull intercropping method in Central Uganda. Push-Pull is an **affordable, nature-based solution which eliminates pests and adds nutrients to the soil**, increasing maize and fodder crop yields. In this pest-control technique, farmers intercrop their maize with desmodium and plant napier grass around the plot. The pests are repelled by desmodium and attracted to the napier grass, which is naturally sticky and traps them. The desmodium roots stop the striga weeds attaching to the cereals, causing them to die off.

The Push-Pull system represents a locally developed and appropriate **organic solution** to harmful pest invasions and depleted soils, which means farmers are not reliant on purchasing expensive and harmful chemical pesticides or oil-based fertilisers to sustain their crops. It also indirectly reduces the contamination of nearby water sources and reduces the use of fossil fuel.

Through its sponsorship (multi-year support) of Ripple Effect's project in Central Uganda, SBOG has contributed to the NGO's work to roll out Push-Pull Technology, which has the potential to contribute to achieving SDG2 (zero hunger) by increasing the productivity and quality of both cereal crops and dairy cow feed.

The impact of the project is tracked against the contribution of Push-Pull to achieving food security, and households with surplus maize to trade and earn more than \$2 a day.

The expected project outcomes are:

- Enhanced nutrition for humans and animals. Increased productivity of maize and nutritious livestock fodder, leading to consumption of more, and higher quality maize and livestock, adding greater diversity to human diets.

- Enhanced and diversified household income from the sale of maize, fodder and animal products. Farmers will develop knowledge and skills to establish small enterprises, and market linkages, which will lead to increased profitability of surplus, higher quality maize, fodder and animal products.

- Farmers will demonstrate the value of Push-Pull technology, enabling knowledge transfer across Ripple Effect Uganda, and then across East Africa.



It starts on an African farm

Uganda



A Push-Pull plot next to a traditional plot in Kenya. The result, increased yields of up to 590%

Send a Cow's Push-Pull project:

People reached: **5,200 people**

Location: Kyotera, Nabigasa sub-county, Central Uganda

Duration: Dec 2020 – Dec 2023



A Jersey foundation for job creation and enterprise growth

African Women Impact Fund Foundation

The African Women Impact Fund (AWIF), an initiative of the UN Economic Commission for Africa (UNECA) and its partners, was established in collaboration with Standard Bank in 2020. The AWIF aims to accelerate the financial inclusion of women in Africa and address the significant under-representation of women in the fields of finance and investment. The African Women Impact Fund Foundation (AWIFF), established by Standard Bank Offshore Trust Company Jersey

Limited, secures donations from international donors, and provides key support to the AWIF initiative by providing capital technical assistance and operational support to the female fund managers through structured development programmes. The AWIF aims to raise up to USD1 billion over ten years for women fund managers who, in turn, will invest in high-impact businesses and projects across Africa. Fund managers are selected to be part of AWIF through a rigorous investment and operations due diligence process overseen by Stanlib Multi-Manager.

Jersey



AWIF is anchored on the following pillars:



Create opportunities for capable women asset managers focused on investing in Africa



Provide capital to develop track records, accelerate fundraising and increase scale



Provide technical assistance to accelerate the fund management learning curve, and to support growth and expansion



Focus on sustainability and scalability of the platform



A glass globe representing Earth sits on a patch of green grass. A bright sun in the background creates a lens flare. A green arrow points upwards from the bottom left, and a blue arrow points downwards from the top right, framing the globe. The text "SUSTAINABLE FINANCE AND CLIMATE CHANGE" is centered over the globe.

SUSTAINABLE FINANCE AND CLIMATE CHANGE



Sustainable finance and climate change

SBOG is committed to driving sustainable and inclusive economic development across Africa and in our offshore locations through the delivery of sustainable finance solutions and through strategic charitable partnerships. As a responsible corporate citizen, we recognise the impact of our business activities on the societies, economies and environments in which we operate.

We have embedded SEE considerations into our corporate strategy, and we consistently work to maximise the positive impacts and mitigate any negative impacts arising from our business decisions and activities.

We recognise the threat posed by climate change to human health, food security and economic growth across Africa. We have identified ESG risk as a top enterprise risk and material issue.

We are working to better understand and manage our exposure to climate risk and assisting our clients to do the same. We are committed to working with NGOs and other Standard Bank Group entities to aid impoverished African communities and reduce their vulnerability and build resilience to the impacts of climate change.



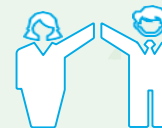
Our key impact areas were:



Partnering with a South African non-profit social enterprises to develop appropriate solutions to address food security, environmental sustainability and greening.



Providing financial products and services that support positive social and environmental outcomes, including our target of reaching \$400m in Socially Responsible Investments (SRI) and ESG products by 2025



Demonstrating our positive impact as a corporate citizen through our UNESCO Biosphere Partnership and Employee volunteering days helping to protect and promote local wildlife and essential ecosystems,



The use of electronic client documents, saving approximately 240,000 sheets of paper, and moving to a renewable energy powered Cloud based server and replacing end of life computer hardware with eco-friendly equipment to reduce energy usage.

[Please read on for more details...](#)

Sustainable Products

Four years ago the **Melville Douglas Diversified** investment team within Standard Bank Jersey launched a discretionary managed **Responsible Portfolio** proposition.

The range of multi-asset portfolios reflect the Melville Douglas Diversified investment philosophy and process, and promote environmental and societal good, while avoiding those companies and industries that cause harm, without sacrificing investment performance or taking additional risk.

Current thematic exposures include renewable energy and sustainable infrastructure while future thematic exposures earmarked include water and waste, and economic inclusion.

The managers we select aim to achieve both strong risk adjusted financial and non-financial returns by investing in companies that intentionally deliver a lower carbon footprint, higher levels of engagement, and greater diversity and responsible business practices.

Portfolios exclude exposure to controversial weapons, activities in oppressive regimes, exposure to fossil fuel extraction, animal testing unless there is a legal requirement, and exposure to companies with a core business in gambling, tobacco or adult content.

We select managers that view the inclusion of SRI factors as an advantage rather than a hindrance, i.e. managers who:

- Put non business-factors at the centre of their research process
- Have a track record of divesting from companies on falling SRI quality, regardless of financial performance
- View poor business practises as a risk and price businesses accordingly
- Show a clear record of active engagement with companies
- Show limited use of third-party agencies
- Demonstrate thought leadership in Responsible Investment.



ESG Deposit Issue 3

Building on the growing international interest in ESG investing and indices, Standard Bank Isle of Man Limited and Standard Bank Jersey Limited successfully launched ESG Deposit Issue 2 and Issue 3 in 2021.

Sustainability

Return on the US dollar deposit is linked to the market performance of the S&P 500 ESG Index that that is designed to measure the performance of securities meeting sustainability criteria.

Stepped returns

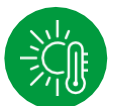
On the maturity date, investors receive their deposit plus any market linked return, which is 75% of the market performance. Returns are capped at a maximum of 17% and are based on the growth of the S&P 500 ESG Index

Returns

ESG Deposit Issue 3 has an overall risk rating of low to medium when considering both the risk of loss of capital and the risk of the returns being below the rate of inflation.



Jersey



Climate Change Action



South Africa

Food and Trees For Africa (FTFA), one of SBOG 's Strategic Partners, is one of the leading development organisations in Africa. They are a South African non-profit / public benefit organisation that addresses food security, environmental sustainability and climate change.

Its core objectives are:

- Engaging in the conservation, protection, and rehabilitation of the natural environment through tree-planting and greening initiatives.
- The implementation of sustainable development projects within food security, environment and carbon mitigation.
- Community education, training and skills programmes relating to bio-intensive agriculture and the green-economy.

In 2021 we sponsored two of their flagship programmes:

Trees for All - an award-winning programme focusing on planting trees in shared community spaces including: schools; parks; hospitals; aged-homes and wildlife corridors. The programme includes education, while transforming township environments and offsetting carbon emissions.

Trees for Homes - originally designed to address South Africa's history of inequitable settlement policies, this programme grew to become the most innovative and successful urban forestry programme in the country. Trees for Homes trains community educators (CE's) and plants both indigenous and fruit trees.



In 2021 our funding provided:

Trees Planted: 839

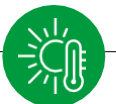
Survival Rate: 93%

Location: Gauteng, Kwazulu-Natal, Mpumalanga, Western Cape

CE's Trained & Employed: 3

Carbon Sequestered: 309.2 Tonnes CO2

South Africa



Isle of Man



Supporting long term sustainability as a UNESCO Biosphere Partner

UNESCO is the United Nations' Scientific, Educational and Cultural Organisation. Launched in 1971, its global Man and the Biosphere (MAB) Programme promotes integration between conservation, learning and sustainable development to bring about solutions to challenges we face locally and globally.

The Isle of Man was designated as a UNESCO Biosphere in 2016 in recognition of its special environment, culture, heritage and economy and its people's desire to cherish and nurture them. The Island is currently the only entire nation Biosphere and all its land and territorial sea is included.

In 2021 Standard Bank Isle of Man was successful in becoming a Biosphere Partner, having demonstrated our positive impact as a corporate citizen and pledging our commitment to helping tackle the social, economic and environmental challenges the planet is facing to long-term sustainability.

Standard Bank Isle of Man has pledged to:



- Protect natural resources through energy reduction, waste recycling, and local tree planting



- Develop the economy sustainably through supporting local businesses and charities, and growing our business



- Support and promote the Island's cultural heritage through partnering with local heritage sites for volunteering opportunities



- Engage with the local community through volunteering and fundraising for community projects and activities.



- **Make a positive environmental impact wherever possible** through removing all single-use plastic from our office supplies, and Eco volunteering activities such as beach cleans and tree planting



Climate Change – Employee Volunteering

Standard Bank is passionate about employee volunteering in our communities. In 2021 our employees gave their time to help protect and nurture their local environments

We encourage our employees to get involved in CSR volunteering programmes, with a focus on enabling meaningful, sustainable volunteer work in the communities in which we operate. In 'normal' years, this would include renovation and stocking of primary school libraries, for example.

In periods when COVID-19 restrictions eased and volunteering opportunities were permitted in some of our jurisdictions, we wasted no time in giving back to our communities and enjoying the opportunity to reconnect with colleagues in a safe environment.

Some of our activities included:

Tree planting

Colleagues from our Isle of Man office planted 250 trees with our strategic charity partner the Isle of Man Woodland trust, which planted over 3,300 trees on behalf of Standard Bank offshore Group in 2020.

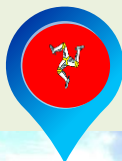
Hedgerow Maintenance

34 Jersey based colleagues carried out weeding and maintenance of c500 metres of hedgerow that allows wildlife to navigate the island safely, using the hedgerows as corridors.

Jersey



Isle of Man



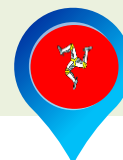
Recycling

Mauritius Trust Company employees collected glass materials for recycling, and visited the Plankton Recycling Cooperative Society Ltd.

Beach Cleaning

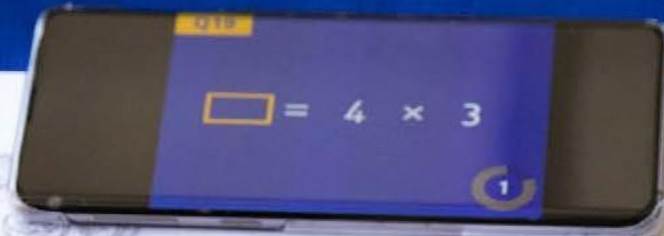
Isle of Man employees joined forces with charity Beach Buddies, to clear 2 beach locations on the island, removing 24 sack of debris and litter that may be harmful to the islands land and aquatic inhabitants.

Isle of Man



Mauritius





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Mrs Adda had a sweetshop. She had 235 sweets at the beginning of the month. How many sweets did she sell?



EDUCATION



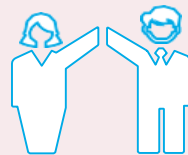
Education

Africa's people need access to quality education and ongoing skills training to compete in a global economy and harness the opportunities of the fourth industrial revolution. But the continent continues to battle with high rates of education exclusion and skills gaps.

We also commit to supporting childhood educational initiatives in our offshore jurisdictions, as well as growing our people and futureproofing the skillsets of our workforce.



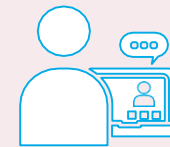
Standard Bank **supports access to inclusive, quality education and the promotion of lifelong learning opportunities, by:**



Employee fundraising and volunteering for education and development initiatives



Investing in employee **skills development**



Corporate Social Responsibility **spend on education programmes**, specifically early childhood development



Working with rural Africa communities, through our Strategic Partners, to help generate enough income so that their children can attend school

Please read on for more details...

Supporting education in rural Uganda

Over 90% of Uganda's public sector primary schools are not on the grid. 70% of primary school children are in rural areas, and school drop-out rates are at a high.

Governments, business, educational institutions and communities need to come together to address this challenge, and improve access to high quality, relevant education.

As a step in this direction, since 2014 we have supported Mifumi Primary School, a mixed day primary school with current enrolment of over 700 pupils in Tororo District, Uganda.

Mifumi Primary School provides pre-school and primary education, particularly targeting the education of rural girls. The school has greatly improved and has undergone major transformation in infrastructure since we began our partnership.

The school now boasts of five classroom blocks comprising 15 classes, Community Hall, Staff Room and Administration block as well as Teacher's accommodation of 11 units, 7 latrines, and 2 blocks of wash-rooms / changing rooms suitable for girls. The classes have been equipped with furniture, textbooks and educational resources. The library is one of the best in the area and its computer laboratory has enriched both the pupils and teachers with computer knowledge.

The school also has a safe water system with a functional borehole and three water harvesting tanks, to keep the school supplied with water throughout the year.

Our support in 2021 provided daily porridge to the school's pupils, contributed towards the cost of the teachers' salaries, and aided updates and renovations to the building to be required to continue teaching during lockdowns.

MIFUMI

Uganda



Some of the other education related initiatives we supported:

Jersey



Rouge Bouillon School Community Project, Jersey

Despite the perceived affluence in the Island, Rouge Bouillon is classed as an inner city school due to the majority of students belonging to low income families. This, together with budget constraints has made it very difficult for the school to progress with initiatives that will enhance the learning environment for the students.

Through our employee volunteering days we assisted with the categorisation, amalgamation and labelling of books for the new school library.

Isle of Man



Isle of Play, Isle of Man

Employees volunteered for two days of cutting, clearing and tidying at Isle of Play's outdoor **adventure playground**, **Lester's Yard**, where children can learn through play as they build dens, grow and cook food and enjoy playing in nature.

South Africa



Qhubeka, South Africa

[Qhubeka](#) is a global charity that moves people forward with bicycles in Africa. People earn bicycles through its programmes, improving their access to schools, clinics and jobs. A bicycle is a tool that helps people to travel faster and further, to generate income and to carry more. In the face of extreme and persistent poverty, bicycles can change lives by helping to address socioeconomic challenges at the most basic level – helping people to get where they need to go.

Though our annual employee fundraising cycle challenge in Jersey, we raised a total of £3,348 in 2021, which funded 14 bicycles.

Mauritius



Centre d'Education et de Développement pour les Enfants Mauriciens (CEDEM), Mauritius.

A computer and sports equipment was donated to CEDEM (Education and Development Centre for Mauritian Children), an NGO that looks after vulnerable children, orphans, and abuse victims,



Employee Learning and Development



We invest extensively in employee skills development to ensure that our people remain relevant and thrive in a rapidly evolving workplace.

“The bank has designed a range of training programmes aimed at building a workforce with three core competencies: digital skills, such as artificial intelligence and cybersecurity; analytical capabilities, including data analytics; and customer journey mapping.

These competencies, underpinned by ‘soft skills’ such as emotional intelligence, behavioural science and problem-solving, align with the shifting landscape of the financial services sector. Ultimately, Standard Bank aims to use technology to make itself more humane, not less.”

Jörg Fischer, Group Chief Technology and Operations Officer, Standard Bank Group

As part of our efforts to develop, attract and retain critical skills and to ensure that all our employees have access to tools and resources to grow and develop, we have identified **four core areas of focus**:



- Fostering a **growth mindset** across the group, through self-directed learning with a focus on future skills and bespoke learning paths, and leadership development



- Building skills to enable a platform business, inclusive of bespoke academies to build **digital skills** and leveraging strategic relationships to develop Africa's engineering skills



- Building a **future skills** pipeline, through young talent development initiatives and a focus on behavioural economies, and data and actuarial science



- Attracting and retaining **critical skills** through talent acquisition strategies, market mapping for scarce critical skills, succession planning and meaningful employee engagement.

In 2021:

Leadership Effectiveness
158 participants in leadership courses and training (86 in 2020)

Future Skills
51% future skills activity (16% in 2020)
50% of learning hours on future skills (13% in 2020)

Digital Adoption
82% usage of digital platform My Learning (Degreed) (58% in 2020)
120 Salesforce Rangers on Trailhead



Self-directed learning and a focus on future skills

We encourage our people to drive their own learning and development via our online learning platform, My Learning, powered by Degreed, and through conversations with peers and managers, project work and meaningful goal setting



“The thoughtfulness behind the design of our L & D initiatives and the quality of their delivery is key to engaging our teams to build future ready skills – which will be the key to personal and business success as we transform into a platform business

Our initiatives scored an excellent 90% “happiness rating” during 2021.2.”

Tina Stuchfield
Head, People and Culture, Standard Bank Offshore Group





It starts on an African farm

“Seeing the impact of the projects first hand has confirmed my belief that by partnering with Send a Cow, SBOG’s funding improves the lives of African communities, drives positive impact in its SEE focus areas and contributes to numerous Sustainable Development Goals in the most direct, effective and sustainable way.”

– Jen Bronte-Hearne, Programme Lead: Social, Economic and Environmental Initiatives
Standard Bank Offshore Group

Aligning our goals with our strategic partners

We select our strategic partners on their alignment to our Social, Economic and Environmental focus areas, and the UN’s Sustainable Development Goals.

Our Strategic Partner, Ripple Effect, is a force for change in rural Africa. Since it was founded 35 years ago, Ripple Effect has worked with 2.5 million people to transform their lives. It currently works in six countries: Kenya, Burundi, Ethiopia, Rwanda, Uganda and Zambia.

Ripple Effect’s proven approach brings smallholder farmers together to learn new skills and share knowledge so they can improve their livelihoods and thrive. Farmers working alongside Ripple Effect learn more, grow more and sell more. They can feed their families nutritious food, and by having a surplus to sell can invest in their farms, send their children to school and build sustainable agri-businesses. The income generated by selling surplus crops, seeds and animal produce means that more families in rural communities can afford to send their children to school.

Ripple Effect’s integrated development approach, which combines outcomes related to gender equity and social inclusion, climate sensitive sustainable agriculture, and income generation and access to finance, builds resilience and creates lasting impact.

Because the families they work with pass on what they know, success quickly multiplies across African communities and from generation to generation.

The baseline in a previous project sponsored by SBOG showed just 30% of children from participating households were attending school regularly. This increased to 63% attendance by the end of the project. Participating members also received training on basic finance matters and were supported in starting a community savings group, so that by the end of the project they were bankable citizens.





HEALTH



Health

We invest in our employees' health, safety and wellbeing. This has included a particular focus on promoting their mental and physical wellbeing in the context of the ongoing pandemic over the past two years.

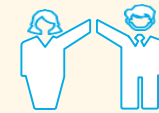


How we facilitated **good health and wellbeing** in 2021:

OUR FOCUS
AREAS
INCLUDE



Donated **£80,000** to health-related CSR programmes and initiatives in Africa, including emergency food donations, humanitarian support, and long-term means for food security



Using the '5 Ways to Wellbeing' framework as a tool to encourage behaviours known to improve mental health and general wellbeing.



Provided c230 African farming families with life-saving hygiene training to reduce the risk of contracting and spreading Covid-19



Provided support to employees to help manage anxiety and stress , as part of a wide range of wellbeing initiatives

Please read on for more details...

Interventions to promote our employees' mental and physical wellbeing

We invest in our employees' health, safety and wellbeing. This has included a particular focus on promoting their mental and physical wellbeing in the context of the ongoing pandemic over the past two years.

Keeping our people safe and healthy

Keeping our employees safe in the context of the ongoing Covid-19 pandemic remained a critical priority in 2021.

We provide a wide range of **wellbeing** services to our employees. We believe it is important to adopt a holistic approach to wellbeing. Our service offerings encompass physical, mental, social, emotional and financial wellbeing. Our Employee Assistance Programme (EAP) provides confidential, personal support and

information to help employees deal with everyday stressors and more serious concerns.

Services are provided through an independent, external organisation in each country. Counsellors follow a strict, professional code of ethics to protect personal privacy. All Standard Bank employees and their immediate dependent's can use EAP services, at no cost to the employee. Employees can also participate in wellbeing days, medical assessments, and a range of training and upskilling initiatives.



In 2021, we hired external wellbeing consultants, Marbral Advisory, to survey our employees, then diagnose, design and deliver appropriate wellbeing interventions, including resilience training, positive wellbeing behaviours remodelling, and interactive wellness e-learning modules.



Health interventions unrelated to the Covid epidemic also took place across all jurisdictions .
For example:

The 5 Ways to Wellbeing



Our Executive Committee led a cultural intervention to help promote role modelling of healthy wellbeing behaviours.

Designed by the New Economics Foundation and backed by the NHS and Mind, the '5 Ways to Wellbeing' is a set of evidence-based public mental health messages aimed at improving the mental health and general wellbeing of the whole population.

The versatile framework focuses on taking small steps towards improved wellbeing and overlays the existing wellbeing practices within SBOG.

Resilience Training



We partnered with a leading wellbeing coach to deliver a pilot six-week online resilience coaching programme; providing practical strategies, tactics, and tools to reduce stress and bolster mental, emotional, and physical resilience in leaders, managers and teams.

>95% of employees who attended said they found the course beneficial. Pre and post course assessments showed that resilience increase by 9% and stress reduced by 12.5% amongst participants. Due to the success of the pilot course, the programme will be offered again in 2022.

Mental Health



We understand that during 2021 colleagues have continued to be faced with challenges of the ongoing pandemic. We provided a significant range of internal and external mental health resources and wellbeing toolkits,

Since our first cohort of workplace Mental Health First Aiders (MHFAs) completed their training in 2019 they have been a point of contact for employees who are experiencing a mental health issue or emotional distress. They have an in-depth understanding of mental health, are trained to spot the triggers and signs of a range of mental health issues, and have the knowledge to help someone in distress and support their recovery by guiding them to the appropriate resources.

Nutrition



We collected food items for local foodbanks which we delivered in December to assist with the increased demand for food assistance during the UK winter months and for Christmas. We also made a monetary donation to foodbanks in each of our five jurisdictions.

We partnered with a qualified nutritionist on a three week programme, to provide employees with the tools and knowledge to rebuild eating habits, understand how lifestyle choices can affect health and wellbeing, and how to future-proof their health and recognise what a decent diet looks like.



South Africa

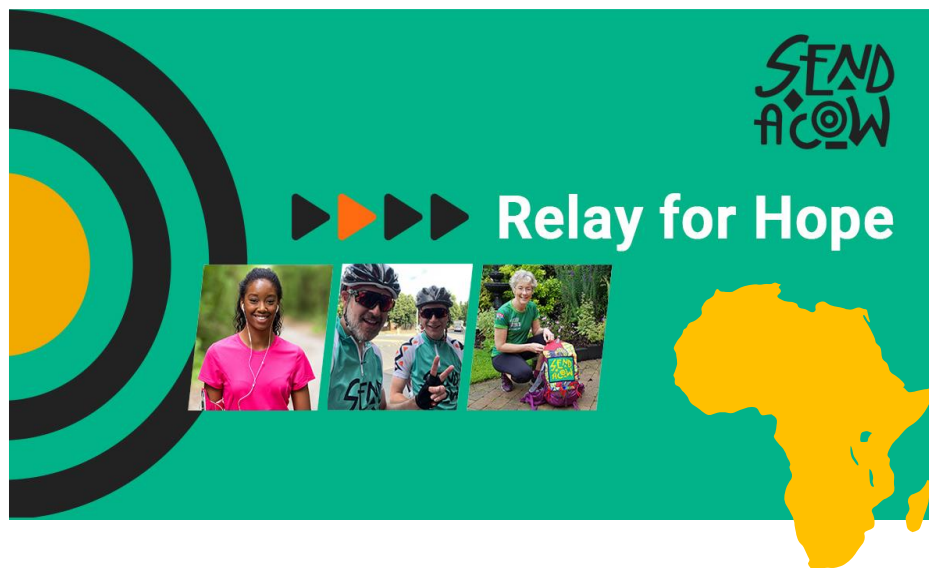


UNICEF Support for #rebuildSA

Standard Bank Offshore Group donated to support South African communities impacted by the recent rioting and unrest.

We donated to UNICEF to provide food and basic necessities to those most affected and will also assist those struggling amidst the ongoing impact of the COVID-19 pandemic

The unrest has left communities with even less access to affordable food and a huge loss of jobs because places of work no longer exist. Medical facilities were targeted, and community buildings and clinics affected by the looting and vandalism are still struggling to reopen. Hospitals were even running out of oxygen, drugs and food as continued rioting disrupted supply chains.



Employee fundraising for fight against Covid-19

During 2021 we ran into action to support a Strategic Partner's virtual relay fundraising event.

During 2021 we ran into action to support our Strategic Partner's virtual relay fundraising event. In January that year, we entered a corporate team to take part in Ripple Effect's Relay for Hope; a virtual relay event raising funds to provide life-saving hygiene training to families as part of the Ripple Effect's response to coronavirus in the countries where they work.

The training equipped families with the skills to build 'tip taps' to wash their hands safely, harvest rainwater to use during the dry months, and build simple clean latrine to help limit the spread of the virus.

In addition, families learned to make liquid soap and face masks for additional protection, as a source of income and to build long-term resilience to future shocks such as this.

Over six weeks 82 employees from Isle of Man, Jersey and South Africa participated to collectively run, walk or cycle 5,400 miles – the approximate distance between the highlands of Ethiopia and the grasslands of Zambia.

In total our employees raised and donated over **£14,000** which will provide the life-saving hygiene training to approximately 230 families in Africa.





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